



*Quality People – Quality Care*



## ROTATING TRAINEES ORIENTATION BROCHURE

# Welcome to Children's Hospital!!

BEFORE YOU BEGIN WORK AT OUR FACILITY, WE WANT TO PROVIDE YOU WITH USEFUL INFORMATION AND OFFER YOU THE OPPORTUNITY TO ASK QUESTIONS.

THIS BOOKLET CONTAINS IMPORTANT INFORMATION ON SAFETY AND EMERGENCY PROCEDURES- PLEASE REVIEW IT CAREFULLY.

ORIENTATION MUST BE COMPLETED **BEFORE** YOU BEGIN WORKING WITH CHILDREN'S HOSPITAL.

WE HOPE YOU HAVE AN ENJOYABLE EXPERIENCE WORKING AT CHILDREN'S HOSPITAL!

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## **Children's Hospital Mission Statement**

To be preeminent in providing pediatric health care services that enhances the health and well-being of children regionally, nationally, and internationally. Through leadership and innovation, CNMC will create solutions to pediatric health care problems. To meet the unique health care needs of children, adolescents and their families, CNMC will excel in: [C](#)are, [A](#)dvocacy, [R](#)esearch, and [E](#)ducation.

*While working for our organization, you are expected to uphold our mission.*

## **General Information**

### **Cultural Competency**

Children's Hospital is committed to addressing the health needs of diverse populations by recognizing the value of cultural and ethnic differences. Employees of Children's show respect, sensitivity and an appreciation for cultural and ethnic diversity by seeking to understand and respond to individual differences based on nationality, gender, race, religion, sexual orientation, age etc. in order to enhance the care and work environment.

### **Drug-Free Workplace**

Children's Hospital is a drug-free workplace – this means that those working at the facility cannot use illegal drugs under any circumstances on or off-site. Violators will be dismissed.

### **Handwashing**

Handwashing is the #1 way to stop the spread of infections. Always follow our handwashing requirements. If you have questions about the requirements, please let your supervisor know and they will direct you to the experts.

### **Isolation Precaution**

Isolation precautions means placing a barrier between the infected individual and other people in order to stop transmission of communicable diseases at the hospital.

Employees are required to use isolation precautions when necessary. Contact Infection Control at x5053 for more information.

Barriers include:

- Private rooms
- Gowns
- Gloves
- Masks

## Unacceptable Activities

Children's Hospital has developed a number of professional conduct rules to protect the safety of our patients and employees. While at Children's Hospital please **do not**:

- Eat or drink in work areas
- Conduct personal grooming in work areas
- Bring or use alcohol or unauthorized drugs
- Keep items such as razors, scissors, aerosols and tools within the reach of patients
- Bring electrical equipment, such as radios
- Bring or keep valuables at the hospital
- Smoke in unauthorized areas
- Enter patient care areas (unless it is part of your job)
- Use cell phones in the hospital. Cell phones must be turned off when in the hospital because they can negatively affect patient equipment.

## Harassment/Violence in the Workplace

We are a harassment-free workplace committed to providing an environment in which the diversity of our workforce is valued and respected. Harassment (including sexual harassment) and violence, whether verbal or physical, are illegal, unacceptable and will not be tolerated. In the event an individual's actions become violent and pose a safety risk to the individual or others, security and/or other trained staff may restrain the individual until rational behavior is restored, or help arrives

## Smoking

Children's Hospital is a non-smoking facility. You may not smoke anywhere in the facility. A designated smoking area is located outside the Emergency Department ambulance drive. Smoking is a serious fire and life safety factor. Violators will be asked to leave the premises.

## Employee Identification

Everyone must wear an ID badge. Non-hospital personnel must be cleared by Occupational Health in order to receive a badge. The ID badge forms are found in HR and Security Services releases all badges.

## Parking

Paid parking is available for staff. Your supervisor will instruct you on parking prior to coming to Children's Hospital. Park only in authorized areas.

## Patient Confidentiality

You must respect the patients' right to privacy. You will be asked to sign a confidentiality and HIPAA agreement. You may be exposed to confidential patient information and must not discuss the information with individuals not directly involved with the patient's care.

## **Complaint/Grievance Management**

Children's Hospital recognizes a patient's right to voice their issues of concern, to express their complaint, and to be provided with a timely and appropriate response. Children's Hospital expects its staff to resolve routine patient/parent complaints at the point of service. All patient complaints will receive prompt and appropriate responses. When a complaint is not resolved to the customer's satisfaction or remains unresolved, staff will refer it to the appropriate person in their chain of command (i.e. manager) who will assist. Oral or written grievances submitted by patients, parents, or visitors will be resolved in accordance with federal regulations.

## **Cafeteria (Located on the 2<sup>nd</sup> Floor)**

Our cafeteria hours are 6:30am to 7:15pm

Breakfast: 6:30am - 9AM

Lunch: 11am - 2:30pm

Dinner: 5pm - 7:15pm

## **Types of Hazards**

There are many types of hazards found in medical facilities. Due to the nature of our work, hospitals and clinics may have hazards, such as bloodborne pathogens, that require special attention. By reading the following information on hazards you can help create a safer environment for our patients, visitors, and employees.

## **Electrical Shock**

- Control of hazardous energy is important, including proper handling of electrical cords and outlets
- Do not overload outlets
- Do not bring extension cords into the facility
- Red electrical outlets are connected to the emergency generators and are only used for patient care equipment
- Patient care equipment should always be plugged into red outlets
- Ask your supervisor if you have any questions about red outlets

## **Patient Equipment**

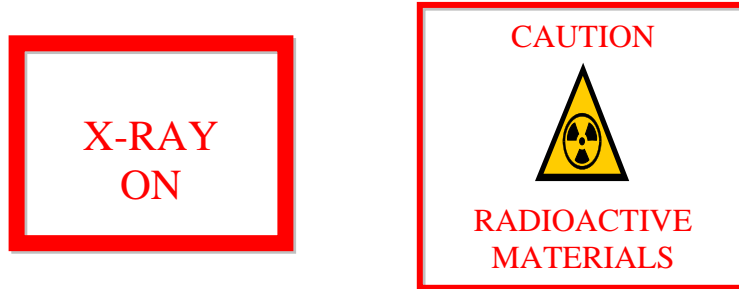
- Must be handled only by authorized personnel.
- If you have not been specifically trained and authorized to operate patient equipment do not touch
- If you have a concern about a piece of patient equipment contact a nurse immediately

## **Slips, Trips, and Falls**

- Be careful when walking
- Wear footwear that provides good tread and foot support
- Please watch for trip, slip and fall hazards - Report them as soon as possible

## Radiation Safety

- Radiation can be alpha, beta or gamma
- In hospitals and clinics you will see these symbols in areas at risk to radiation



- Always ask before working in these areas

## Bloodborne Pathogens

- Blood and body fluids can contain a wide variety of hazardous agents
- If directly exposed to blood or other bodily fluids:
  - Clean the area with soap and water
  - Notify the staff supervisor and contact Occupational Health at x2035
  - Complete a Visitor Accident/Variance Report
- If exposure of after regular business hours, have the operator contact the on-site Nursing Administrator in charge

## Biohazard

- A biohazard symbol is used at Children's Hospital to designate objects which are contaminated with blood or other bodily fluids



- A bloodborne pathogen could be present - Avoid contact with these containers
- Likewise, any waste that you produce which you know is biohazardous must be placed into one of these specially labeled containers for proper disposal

## Chemical Hazards

- Many products have some hazardous components that require special precaution
- These chemicals may give off toxic fumes that can affect you, our patients and staff
- Read labels carefully before using products in the hospital
- Make sure every chemical container has a label
- Never use a product in an unmarked container
- Control fumes and hazards
- Dispose of waste properly
- If you have a question, ask the Volunteer Director or Safety Director
- Example of a chemical hazard warning symbol



## Chemical Spills

- If a product with a hazardous component spills, special precautions should be taken
- Immediately report the spill to Environmental Services by paging #6333
- Do not attempt to clean up the spill yourself unless you have been specifically trained to do so

## Material Safety Data Sheets

- MSDS sheets are available on the Intranet
- MSDS sheets detail:
  - chemical ingredients,
  - dangers,
  - emergency response actions,
  - safe handling procedures, and
  - proper disposal
- Read carefully before using chemical(s)
- Let your supervisor know if you have any questions



## Flammable Products

- Flammable products will have a label indicating such
- Example of a flammable symbol
- Extreme caution should be used when transporting, using and storing flammable items
- Storage of these items requires placement in a designated room or cabinet
- If your work at Children's Hospital requires you to bring a flammable product, you must take the product with you when you leave each day
- Let your supervisor know if you have any questions

## Recognizing Hazard Warning Labels

Biohazard



Radiation Hazard



Flammable Product Hazard



Chemical Hazard



## Preventing and Reporting Accidents

- You are the most important element in preventing workplace injuries, illnesses, accidents or incidents
- You should be aware of all hazards within your work environment
- If you recognize a hazardous situation or condition, please report it as soon as possible so we can take immediate action
- If you are injured, report it promptly to your staff supervisor and contact Occupational Health at x2035
- Complete a Visitor Accident/Variance Report form



## **Emergency Codes**

In an effort easily alert all staff to emergencies, an emergency code alert system has been developed by Children's Hospital. Please pay special attention to the information on the emergency codes.

### **Overhead Announcements**

- Always pay attention to overhead announcements!
- When a disaster or emergency occurs, the hospital often communicates to all personnel using the overhead paging system
- For your safety and the safety of our patients please pay attention to the emergency code alerts

### **Emergency Code Alerts**

- Code Red = Fire
- Code Yellow = Caution
- Code Green = All Clear (emergency is over)
- Code Gray = Tornado Warning
- Code MCI = Disaster (internal or external) mass casualties coming
- Code Purple = Disaster with nuclear, biological, or chemical agent
- Code Lockdown = Lockdown of all exterior doors. Do not attempt to leave
- Code Pink = Infant/Child Abduction
- Code Blue = Cardiac Arrest
- Code White = Bomb, Threat, Suspicious Package Call x2222
- Code Evac = Evacuation order (partial or total orders may be given, follow announced instructions)

(Please refer to the specific information below for more information on each code situation)

### **Code Red = Fire**

- A fire situation has been detected in the facility.
- Corridors must be immediately cleared of objects.
- Follow RACE if you find a fire:
  - **R**escue people in immediate danger
  - **A**larm by calling x3473 and activate pull station
  - **C**ontain by closing all doors
  - **E**xtinguish (if possible) or evacuate
- Know your fire safety - the lives of our patients depend upon your actions!

### **Using a Fire Extinguisher**

- A Fire Response Team goes to Code Reds in the hospital.
- If you need to use a fire extinguisher, follow PASS:
  - **P**ull the extinguisher pin. Stand back 10 feet. Keep your back to an exit for escape.
  - **A**im at the base of the fire at the leading edge of the fire.
  - **S**queeze the handles together.
  - **S**weep slowly back and forth.
- **Please make sure you activate the fire alarm/call x3473 prior to using the extinguisher**

## **Code Yellow = Caution**

- A Code Yellow follows a Code Red
- The Fire Response Team has ruled out an active fire and is continuing to investigate the cause of the alarm.
- May also be used when the facility fire systems are out of service.

## **Code Green = All Clear**

- Informs staff that the emergency is over
- Return to normal operation

## **Code Gray = Tornado Warning**

- A tornado warning has been issued in the vicinity of the facility
- All persons should prepare for a tornado immediately
  - Evacuate from rooms with windows into the corridors
  - Stand close to corridor walls
  - Close the doors to evacuate rooms to protect from flying glass
  - Wait for further instruction

## **Code MCI = A Mass Casualty Incident**

- An incident has occurred and the hospital expects large number of victims to arrive in the Emergency Department
- The hospital will be busy assisting the victims
- The facility will be immediately put in lockdown
- Do not attempt to leave or allow anyone else to enter
- The only entry will be through the Emergency Department
- Report to the department that contracted your service and wait for further instruction
- Do not speak to the media

## **Code Purple = MCI with Nuclear, Biological or Chemical Agents**

- Mass casualty incident involving nuclear, biological or chemical agents requiring victim decontamination
- The facility will immediately be put into lockdown
- Do not attempt to leave or allow anyone to enter the hospital
- The only entry will be through a decontamination zone outside the Emergency Department Ambulance entrance
- Report to the department that contracted your service and wait for further instructions

## **Code Lockdown**

- Lockdown of all exits and entrances is initiated in response to an event (internal or external) that may threaten occupants of the building
- Do not attempt to leave the building
- Do not allow anyone to enter the building
- Report to the department that contracted your service and wait for further instruction

## **Code Pink = Possible Infant/Child Abduction**

- Remain where you are
- If there are exit doors, stairs or elevators in the area ask anyone in your area attempting to leave your area to please remain
- Anyone who insists on leaving an area must be reported to Security immediately - include exit route and description of individual(s)
- Do not attempt to stop them yourself
- Wait for further instruction

## **Code Blue = Cardiopulmonary Arrest**

- A person has gone into cardiac (heart) or respiratory (lungs) arrest within the hospital
- Once notified, the Code Blue team responds to the location with a crash cart
- All non-essential individuals should keep clear of the area

## **Code White = Bomb Threat/Suspicious Item**

- A possible threat may exist
- Report to your assigned area and await additional information/instructions
- Note: Preparedness includes daily awareness of any suspicious activity or objects. Report any suspicious activity or objects to STAT at x2222

## **Code Evac = Evacuation**

- Evacuation may be necessary due to fire or other causes
- Hospitals try to limit the amount of patient displacement by first attempting horizontal evacuation (move to a different part of the same floor ) whenever possible
- Vertical evacuation is the second option, depending on the circumstances
- Many of our patients require special handling, nursing will take charge of patient evacuation needs
- If possible, depending on the situation, report to the nearest unit charge nurse for instructions
- Always use the stairs!!

## **Emergency Telephone Numbers**

- Children's Hospital has telephone numbers that you can call to report hazardous conditions, emergencies, and accidents/incidents
  - Fire x3473
  - Security x2065
  - Engineering Control x6040
  - STAT (other emergencies) x2222
- These numbers are also found on yellow stickers on hospital phones
- Non-hospital locations dial "911"

## **Restraint/Seclusion**

### **Definition of Seclusion and Restraint**

- **Restraint** - any method of physically restricting a person's freedom of movement, physical activity or normal access to his or her body
- **Seclusion** – involuntary confinement of a person alone in a room where the person is physically prevented from leaving

### **Administrative Restraint/Seclusion**

- Administrative restraints are measures used by forensic staff for legal or disciplinary purposes. Administrative restraints are used for restriction according to forensic criteria. Non-clinical restraint or seclusion must be discussed with patient care provider.
- Should care require the release of administrative restraint or release from administrative seclusion, forensic staff will collaborate with the patient care provider and security on the safest means for carrying out the required procedures.
- Hospital security will assist the agency officer during this process and maintain presence until restraints are back in place.

### **Clinical Justification of Restraint/Seclusion**

- The clinical staff utilizes clinical restraints in order to protect the patient from immediate danger to self or others. The nurse, with the assistance of hospital security or others whose competence has been demonstrated in the application of restraints may initiate restraint, or place the patient into the designated seclusion room. If the institutionalized patient requires restraints for clinical purposes, Children's policy on the use of restraints will be followed.